



AGENCY PROMOTIONAL EXAMINATION
DEPARTMENT OF MOTOR VEHICLES
MOTOR VEHICLE AGENT SUPERVISOR

ANNUAL \$51,489 SALARY APPLICATION CLOSING EXAM
SALARY: \$67,460 GROUP: PS 12 DATE: FEBRUARY 9, 2011 NO: 110050APJR

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW.

PURPOSE OF CLASS. In the Department of Motor Vehicles this class may be used in one of two ways: (1) Branch Operations: This class is accountable for acting as a working supervisor for staff and activities in the administration of examinations for motor vehicle operator licenses and in the licensing and regulation of commercial and secondary driving school functions. (2) Emissions: This class is accountable for the administration of waiver processing, contractor monitoring and customer service activities.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF MOTOR VEHICLES** WHO BY **JANUARY 9, 2011** HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE**, SIX MONTHS SERVICE AT THE **DEPARTMENT OF MOTOR VEHICLES**, AND THE FOLLOWING EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE: Five years of experience in the field of education, training or other academic instruction, law enforcement or business providing instruction, handling customer complaints and resolving customer relations problems.

SPECIAL EXPERIENCE: Two years must be at the level of Motor Vehicle Operator License Agent or Motor Vehicle Emissions Agent.

SUBSTITUTIONS ALLOWED: (1) College training in the field of education, law enforcement, communication or a closely related field may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of two years. (2) Graduation from an accredited vocational technical school specializing in automotive mechanical repairs may be substituted for one year of the General Experience.

SPECIAL REQUIREMENTS: Incumbents in this class must possess and retain a valid Connecticut Motor Vehicle Operator license. At the time of appointment incumbents must also possess and maintain a motor vehicle driving record satisfactory to the Commissioner of Motor Vehicles.

PHYSICAL REQUIREMENTS: Incumbents in this class must possess physical agility, visual and auditory acuity and manual dexterity to perform the duties of the class. Considerable physical exertion may be required. Incumbents must maintain physical ability to stand for prolonged periods of time.

WORKING CONDITIONS: Incumbents in this class may be exposed to some degree of injury from conducting road tests and moderately disagreeable conditions encountered working outdoors.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of state and federal motor vehicle laws; considerable knowledge of safe driving and vehicle safety techniques and standards; knowledge of parts, equipment and mechanical operation of motor vehicles; interpersonal skills; oral and written communication skills; considerable ability to deal effectively with others; ability to prepare reports; some supervisory ability.

| | | |
|---|--------------------------------|----------------------|
| THE EXAMINATION WILL BE COMPOSED OF: | <u>PART</u> | <u>WEIGHT</u> |
| | EXPERIENCE AND TRAINING | 100% |

APPLICATION PROCEDURE: In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above. Make certain your application form clearly details your employment history, including job titles, dates of employment, hours worked per week and actual job duties as well as college degrees earned and current licenses and certifications. **THIS MATERIAL WILL CONSTITUTE THE EXAMINATION FOR THIS CLASS. Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your completed application form is date stamped by DAS/Human Resources or postmarked by February 9, 2011. A separate application form must be submitted for each exam you are applying for. Mail applications to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT. 06106-1658 (Secure Fax #860-622-2910).** If faxing materials make certain that your application form is complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. Due to the large number of applications received, we cannot confirm receipt of applications. **Examination scores will be mailed by March 18, 2011.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) or at the Department of Motor Vehicles.

***Employees in the unclassified service may be eligible to participate in promotional exams if they have previous permanent status in the classified service and have current status as a state employee.*

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.